

# JUST the FACTS

Facilities Team Survey

*An Overview of the  
Client Module  
July 2003*





## **FacTS CLIENT: Overview**

- Purpose
- Focus
- Client Definition/Selection
- System/Process
- Instrument Design
- Deployment Schedule
- Recap

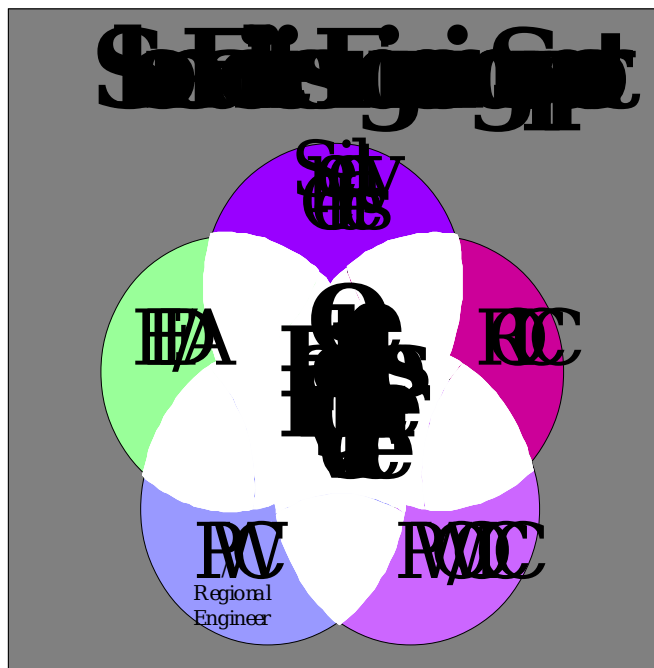


## **FacTS CLIENT: Purpose**

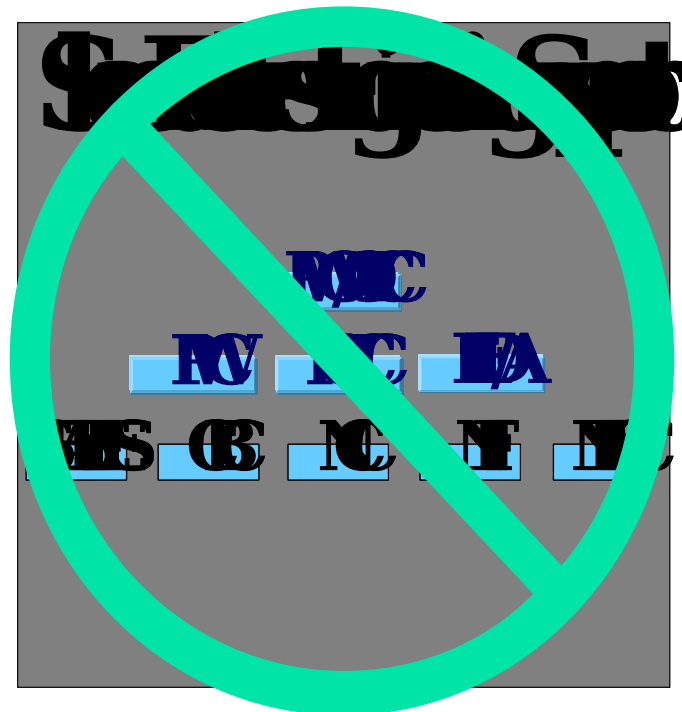
Establish a systematic approach to consistently gather  
and **use** periodic client feedback  
about  
**NAVFAC**  
to  
measure the extent to which **WE** project  
***“One Facilities Engineer Voice”***  
in order to  
enhance NAVFAC performance,  
improve client satisfaction and,  
ultimately,  
promote **CLIENT Success**.



## FacTS CLIENT: FOCUS - One Facilities Engineer Voice



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## **CLIENT Definition**

For the purpose of the FacTS **CLIENT** Survey,

a client is...

...any shore activity,

regional/unified commander,

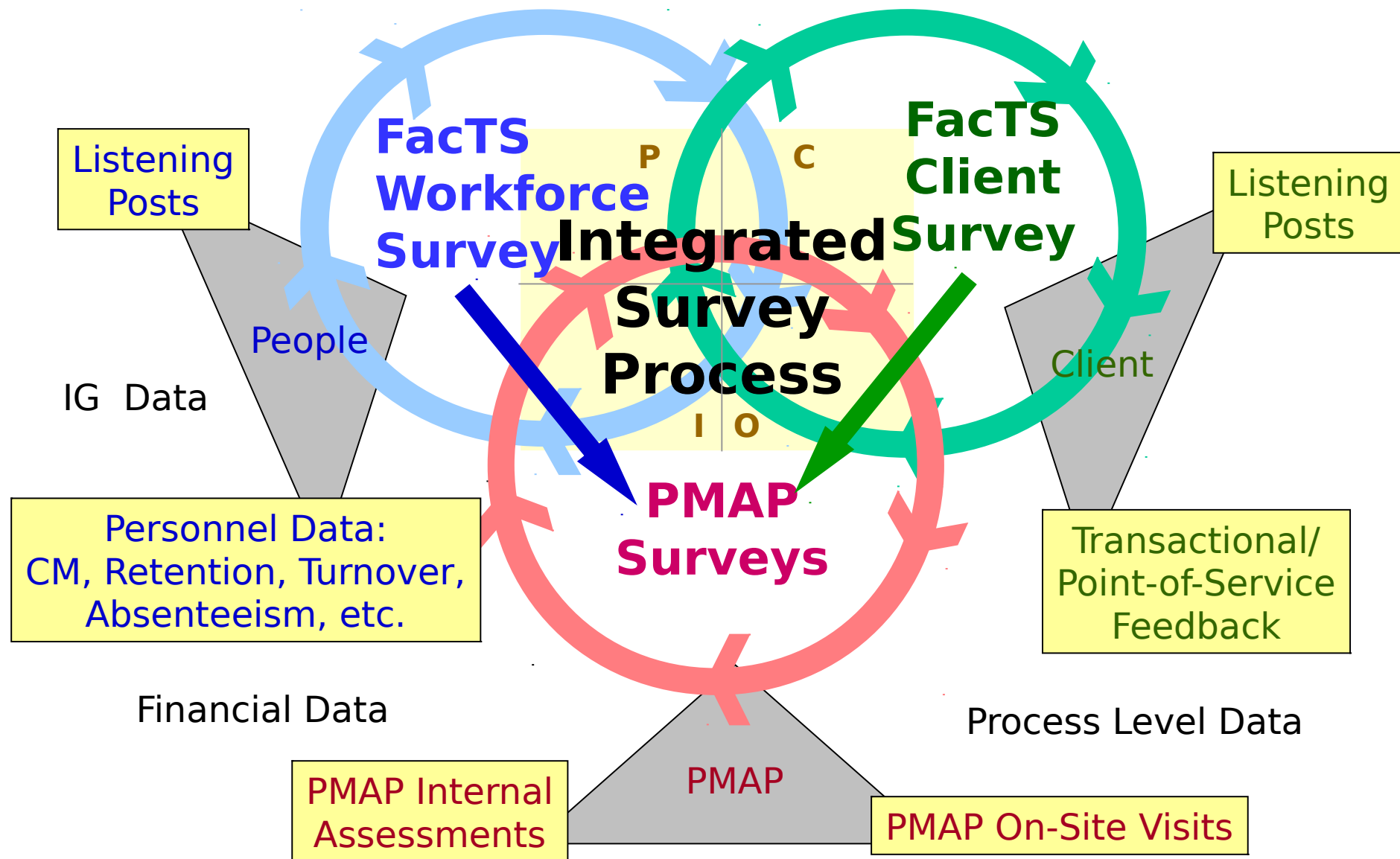
installation management claimant, major claimant,

Department of Defense or other Federal agency to whom

we have delivered products/services

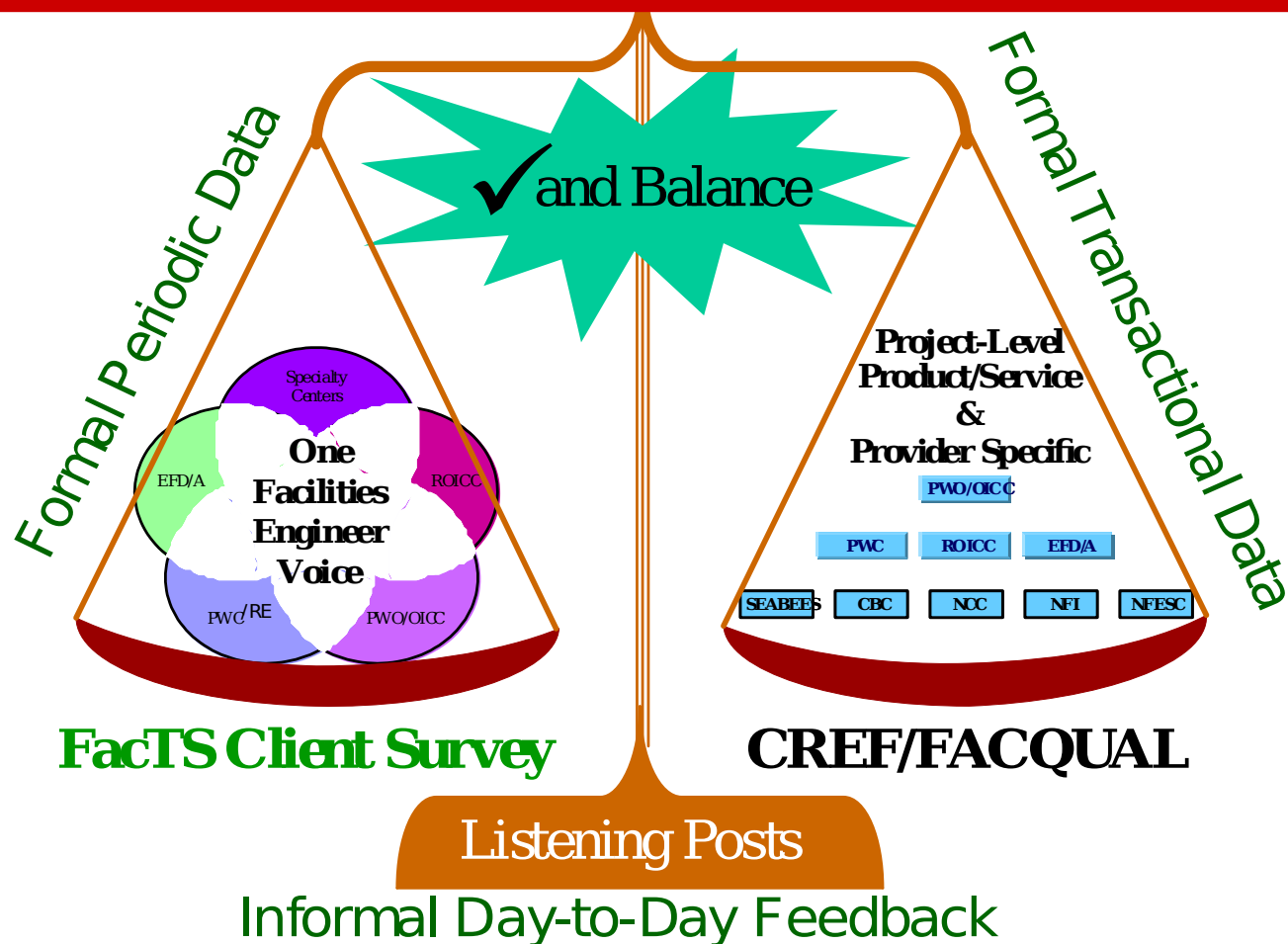
within the last 18 months.

# NAVFAC Performance Measurement

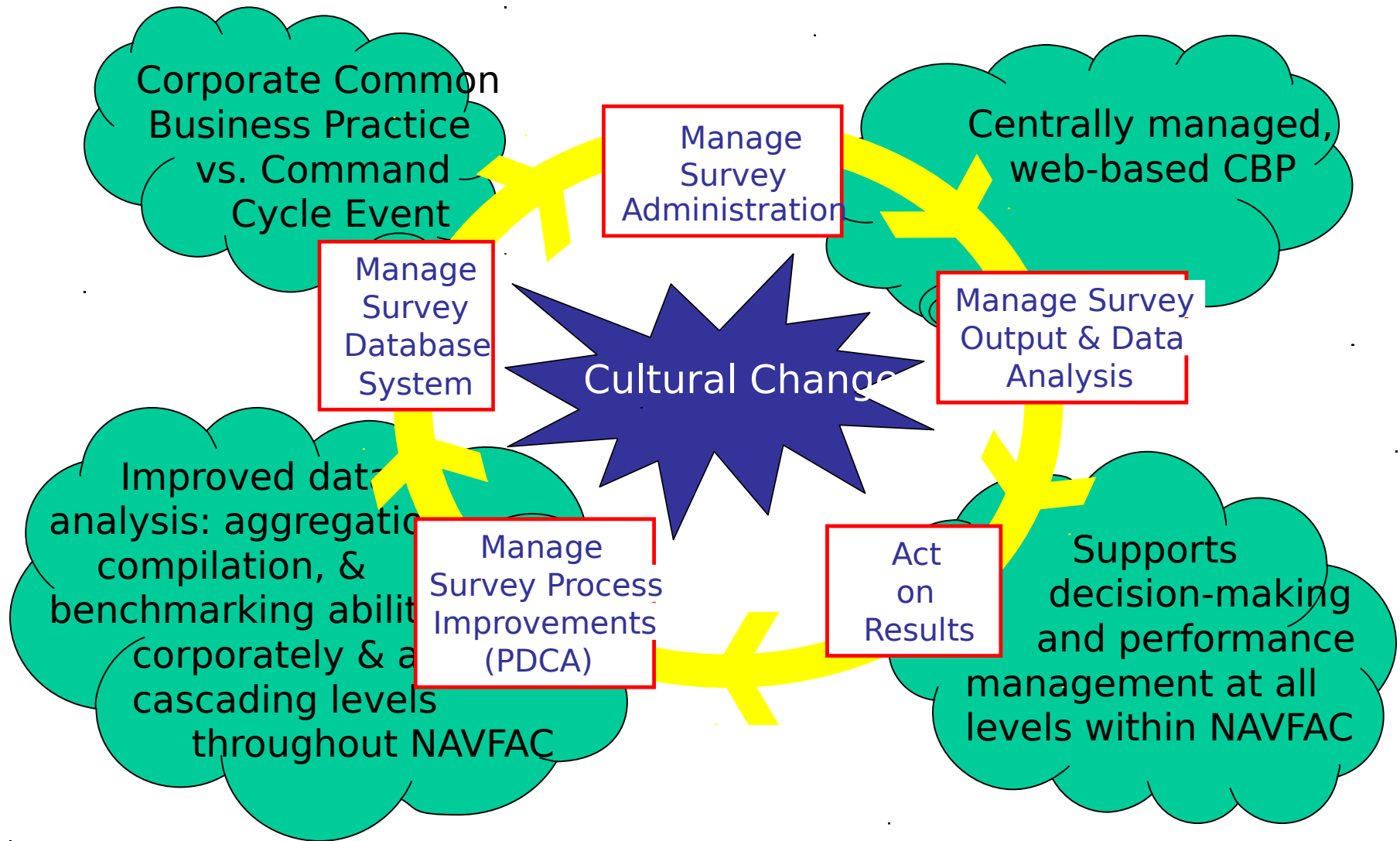




# FacTS CLIENT: - Balanced Measurement System



# FacTSClient Process





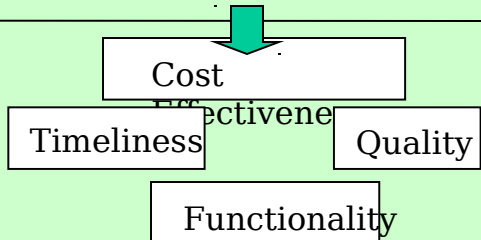
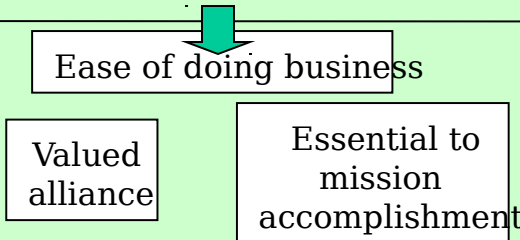


## FacTS Client Survey Instrument Design

- Responses Organized Into 5 Categories
- Instrument Has **Three Types** of Items:
  - 26 Positively Worded **Substantive Statements**
    - Responses Based on 5 Point Likert Scale
  - Questions Answered By Making Selections from **Pull Down Menus**
  - **Narrative Statements/Questions**



# FacTS CLIENT: Survey Instrument Categories

Delivery System		Client Relationships		Client Value Proposition
				
<b>Delivery System Attributes</b> <i>Do we execute quality work, on time, and within budget?</i>		<b>Client Relationships</b> <i>How do we develop and maintain positive relationships with our clients so that we become their provider of choice?</i>		
<b>Workforce Competency</b> <i>Does the client have confidence in the technical and skills of our workforce?</i> <b>Competition</b> <i>Who are our facilities competitors?</i> <b>Overall Satisfaction with NAVFAC</b> <i>How satisfied is the client with NAVFAC overall?</i> <b>Narrative/Open Ended Questions</b>				



## **FacTS Client Survey Instrument Design**

- Demographic Information
  - No specific demographic questions in the survey
  - Information about the client (name, email address, primary service providers, business lines used) preloaded into the client database
  - Demographics used to tie client feedback to specific service providers and business lines



## HORIZONTAL ALIGNMENT within FacTS Surveys

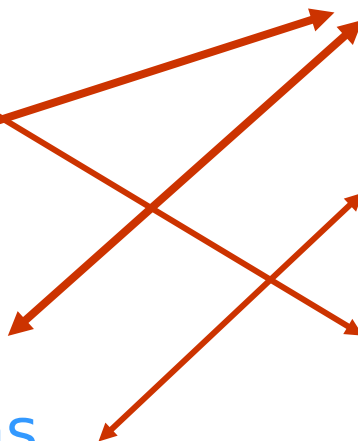
### FacTS

#### Workforce:

- Workforce
- Workplace
- Business Innovation
- Daily Operations
- Client Relationships
- Strategic Alignment

### FacTS Client:

- Delivery System Attributes
- Client Relationships
- Workforce Competencies
- Competition
- Overall Satisfaction





## FacTS Client POA&M

Process	CY2002												CY2003														
	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D			
Local FacTS Coordinator ID & Education																											
Manage Survey Database System																											
Local Coordinators Validate Participant DB																											
Manage Survey Administration (Pre-not - Website Closed)																											
Manage Survey Output & Data Analysis (Website Closed – Report Roll-Out)																											
Act on Results																											
PDCA																											
Marketing, Education, & Communication																											





## **FacTS Client Recap**

- Instrument
  - Focused on Measuring the “We” Performance...
  - “One Facilities Engineer Voice”
  - Designed to Measure Delivery System Performance & Client Relationships
- Client Feedback Used To:
  - Improve NAVFAC Performance
  - Increase Client Satisfaction & Success



## **Need Additional Information??**

- Review a brief on the overarching FacTS System
- Review a brief on the FacTS **Workforce Module**
- Contact your Local FacTS **CLIENT Coordinator**  
or the FacTS **CLIENT Program Manager**